

VIRGINIA RELAY SERVICE
Customer Contact Report
(March, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	7	5	12
Relay/OSD Related		1	1
Other			
Total Commendations	7	6	13
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect		1	1
Answer/Wait Time		1	1
Garbled Words			
Other (Equip)			
Methods Related	1		1
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)		1	1
Total Complaints	1	3	4
III. Inquiries/Comments	Voice	TTY	Total
General Information	1	1	2
Outreach/Marketing		2	2
Explain Relay	5		5
TTY Distrib/Purchase	2		2
LEC Service			
Billing/Rate	1	1	2
Computer Settings			
Technical Related	3	2	5
Other	2	9	11
Total Inquiries/Comments	14	15	29
Grand Total	22	24	46